

Arts & Humanities



CPI Legacy

A record of improvements made by the City of
Salina, Kansas, since November 2012

CPI Improvements

November 2012 thru February 2016

SALINA CITY

50 Improvements

Arts and Humanities (W-MEDIATE)

Arts and Humanities

Waiting

1. Increased capacity by using Adobe pdf files to print applications received via ZAPP from the web browser. This literally went from minutes in printing time down to only a few seconds. These files are first saved as an Adobe pdf file, and then printed.
2. Reduced costs by replacing an older copier with a newer one, which will also increase capacity by providing the following new features: folding and stapling of booklets, faster print time, larger printing capacity, scanning to digital files that can be sent or stored, scanning word documents, punching holes, printing color on larger sized paper, and it has the capability of printing color envelopes.

Mistakes

Excess Movement or Motion of Workers

3. Increased capacity by combining multiple mailings into a single letter sent to all prospective Art Patrons.
4. Increased capacity by combining the delivery of Seasonal Guides with the First Thursday Flyers.
5. Increased capacity by redirecting paid staff duties to volunteer leaders. We now have 90 percent volunteer renewal from year-to-year.
6. Reduced costs and increased capacity by reducing the number of pages in the 2015 Festival Food applications and guidelines from 16 down to 3. This meant that 4,000 fewer pages were printed. This form was also made available on the website in an easy to use fill-able form document.
7. Increased capacity by reducing excess movement; fastened Art a la Carte concert series news release and Fall or Spring concert schedule to a computer desk near the phone in order to avoid having to go to other offices to verify details for concert locations, time, etc.
8. Increased capacity by relocating copies of the Smoky Hill Museum color brochure, newsletter, rack card and note cards, from the office credenza to more convenient locations.
9. Increased capacity by moving the festival t-shirts from the Community Room to the SW Conference room, thereby reducing the time it takes to retrieve t-shirts for customers.

Do it right the first time

10. Increased capacity by standardizing and then streamlining the process for preparing press releases
11. Increased efficiency by training the new Arts Services Coordinator how to set up an email distribution list so that she can complete correspondence to CAD members directly without involving anyone else.

12. Increased capacity by using digital proofing of ads and spots for the River Festival instead of printing hard copies.
13. Reduced costs by replacing aging copiers that no longer work properly and require extensive maintenance with newer copiers that work great and are less expensive.
14. Increased capacity by updating contact information prior to mailing notices of upcoming museum events or fundraising appeals.
15. Increased capacity by creating a checklist-style form for Resident Artists that allows the Artists to indicate the exact session length, attendance capacity, number of daily performances, supplies list, and any additional information that needs to be known up front. Quick access to this information reduces the number of emails and/or phone conversations that arise with those involved in the scheduling process.
16. Increased capacity by scheduling meetings with multiple individuals by using Meeting Wizard. This allows the meeting planner to determine several meeting time options and send them to a group of people. The recipients can check the dates/times they are available, and then the planner can select a time based upon everyone's availability. This avoids multiple calls and/or emails to meeting attendees and allows for a quicker turnaround time. Improved efficiency by creating a batch for all "bill pay checks" no matter the number of checks. The previous policy limited this batch to not more than 20 checks.

Inefficient Processes

17. Increased capacity by creating a computerized template for processing hand written checks at the Festival.
18. Increased capacity by redirecting paid staff duties to volunteer leaders at the River Festival.
19. Increased capacity by creating document or email folders specific to individual accounts, instead of combining multiple accounts into one folder.
20. Increased capacity and reduced costs by doing more on-screen proofing of news releases specific to Arts Education.
21. Increased capacity by standardizing 80% of the Smoky Hill Museum and River Festival sponsor proposals to color digital documents.
22. Increased capacity by accepting artist booth and electricity fees online. The increase in online transaction fees was offset by an increase in jury fee income received from the artists.

Always do the Right Thing

23. Increased capacity by creating a spread sheet that tracks every entertainment applicant, and prompts a response via email to let them know that their submission has been received and the date by which they will be notified if their application was accepted.

Transporting Work

24. Reduced costs and increased capacity by replacing old laser printer with a new copier that (1) improved color quality, (2) reduced reloading frequency, (3) saved print jobs for future use, (4) eliminated one computer work station and (5) an internet line, and (6) provided professional folding and (7) stapling capability for booklets and other documents.
25. Increased capacity by relocating the River Festival Sponsor Booklet, postcards, and mailing labels, along with the Museum's color brochure and note cards, to an easy-to-reach shelf adjacent to my computer desk

26. Increased capacity by switching to a secure on-line purchase of river festival buttons and t-shirts, and thereby reducing the number of touches by staff, as well as eliminating information entry errors.
27. Increased capacity by asking volunteers to pack the t-shirts into boxes and then transport them to the river festival site.

Excess Inventory

28. Improved efficiency, and reduced excess movement by applying 6S principles to reduce excess inventory, re-organize the remaining supplies, and re-organize the entire office workspace.

Museum

Waiting

29. Reduced customer waiting by re-organizing phone answering procedures allowing more museum staff to be available to answer phone calls.
30. Increased capacity by ordering handouts from the Brownh computer, rather than the Fallisp computer that is networked with the color printer. Printed twice as many handouts in virtually the same amount of time.
31. Increase capacity by writing exhibit assignments down and tracking them to completion, insuring that each major task is signed off on by the entire team as completed.

Mistakes

32. Reduced errors by creating a Freezer Log that records the initials, date, artifact donor, and description of the items that are placed in the freezer. Placing newly donated items in a deep freeze kills any potential bug infestation, and eliminates contamination of other artifacts.

Excess Movement or Motion of Workers

33. Increased capacity by relocating the milling video remote to the same location as the TV screen. By doing this, it is now possible to start and close the main gallery in one loop around the exhibit space.
34. Increased capacity and improved security by relocating the security system monitor adjacent to the main computer screen monitor. The greeter can now easily see both the screen monitor and the security screen from one location

Do it right the first time

35. Increase capacity and reduced costs over the lifetime of the LED bulbs by initiating a 3 year program to replace halogen light bulbs with LED bulbs in track lighting located in the Museum gallery, the back hallway and the store. This will also reduce the time spent replacing light bulbs. In addition, the LED lighting (1) eliminates the potential damage of artifacts due to UV rays, and (2) improves the overall visual display.
36. Increased capacity by upgrading software to Past Perfect 5.0, which eliminated the requirement to add terms or adjust hierarchal settings each time the registrar added a new object term. In addition, the new software's security setting gives more staff members access to the artifact collections database. This has streamlined the processes related to exhibit development, access to photographs, and educational inquiries. It has also promoted a more collaborative work among team members.
37. Increased capacity by contacting church administrators that receive press releases and verified address information in order to eliminate returned items. Thirteen organizations agreed to receive electronic press releases, which will decrease costs and improve communications.

38. Increased capacity, improved safety and prevented possible damage to artifacts by installing an adjustable tie-down that will hold the collections storage room door open when needed. This eliminates the awkward lifting and twisting, sometimes required when bringing heavy artifacts through this door and no one is available to assist.
39. Increased capacity and reduced costs by proofreading exhibit labels in an electronic format, rather than from a printed copy.
40. Increased capacity and improved security by removing the small apron worn by attendants to make change at the mini golf course and attaching it to the golf shack's bench where the balls and clubs are kept. This reduced the number of money belts needed, and kept funds at a centralized location near to where it was needed.
41. Increased capacity, reduced energy costs and improved sanitary conditions by replacing an old dishwasher that no longer cleaned effectively with a newer, energy efficient model.

Inefficient Processes

42. Increased capacity by decreasing interruptions and reducing wait time for obtaining use of the credit card assigned to the Museum by placing all of the required items (credit cards, tax exempt forms, tax exempt cards, sign-out sheet) in a portfolio at a location readily accessible to Museum staff.
43. Increased capacity by providing printed labels to purchasers of large dollar items, and affixing them to invoices, thereby providing the Administrative Assistant the opportunity to enter the fixed asset into the database on the same day.
44. Increased capacity and reduced costs by placing the monthly budget report on the T drive, thereby eliminating printing and distribution costs.
45. Increased capacity by scheduling a set time once a month to prepare facebook posts for the Museum.
46. Increased capacity by eliminating the duplicate processing of volunteer hours by both the administrative assistant and the museum director.
47. Reduced costs in the museum by (1) reducing museum assistant coverage, (2) re-organizing staffing, so that guest services duties in both the museum store and in the gallery can be covered by just one person, (3) obtaining reimbursement from the Friends of the Museum for guest services now provided by a city employee, and (4) closing on Sunday beginning in October 2015.

Always do the Right Thing

48. Increased capacity by improving storage and preservation standards for museum artifact dolls by reviewing doll storage processes, rewrapping dolls in tissue paper, replacing decayed boxes, and photographing the artifacts during this process. This effort created more storage space and provided a digital documentation of each artifact.

Transporting Work

49. Increase capacity by storing miscellaneous information and magazines, which were being circulated from person to person, in a file box kept just outside the Administrative Assistant's office. The information is readily available to anyone who desires to peruse it and after 3 months is either discarded or given to the Registrar for archive filing.

Excess Inventory

50. Increased capacity by getting rid of extra and old brochures that had been in storage for a long time and consolidating everything left into one storage location.